

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 01/23/2020	Supersedes Policy Dated: 07/01/2015	Rescinds:	SOG Number:
Accreditation Index: 12.2.1, 12.2.2 ¹			102.2
Part Title: Administration		Chapter Title: Organization and Management	
Chief of Police:			

Written Directive System

I Policy

The Springfield Police Department shall establish and maintain a system of written directives for the guidance and use of all employees. The directive system shall contain department policy, rules and regulations, and procedures for implementing agency activities. (CALEA 12.2.1)

II Definitions (CALEA 12.2.1)

Intra-Department Communication (IDC) – A written document that may be used to implement immediate changes within written directives, until a formal change is made within a policy.

Policy – A written directive that is a broad statement of agency principles. Policy statements may be characterized by such words as “may” or “should” and usually do not establish fixed rules or set procedures for conduct of a particular activity, but rather, provide a framework for development of procedures and rules or regulations.

PowerDMS – A cloud-based document management software system used by the Springfield Police Department to manage the review, revision, publication and archiving of department policies. ²

Procedure – A written directive that is a guideline for carrying out agency activities. A procedure may be mandatory in tone through the use of “shall” rather than “should”, or “must”

1 Accreditation Index, references to CALEA 5th edition removed from the entire document, per Policy Change Order 19-007.

2 PowerDMS, definition added, per Policy Change Order 19-007.

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rather than “may”. Procedures sometimes allow some latitude and discretion in carrying out an activity.

Special Order (SO) – A directive affecting only a specific segment of the organization or a statement of policy or procedure regarding a specific circumstance or event.

Standard Operating Guideline (SOG) – The primary authoritative directive for the Department, impacting department-wide operations or processes, which affect more than one Bureau. Each SOG shall include a policy statement and a set of procedures; it may also include a list of definitions and attachments.

Training Bulletin – A document covering specific and immediate needs for training, to identify officer safety issues, and may be used to explain or clarify a procedure addressed in policy.

Written Directives – Any written document used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, and instructional material.

III Procedure

1 TYPES OF WRITTEN DIRECTIVES AND ISSUING AUTHORITIES (CALEA 12.2.1)³

1.1 Standard Operating Guideline – The primary authoritative directive for the Department.

1.1.1 SOGs are issued and/or revised only by the authority of the Chief of Police.

1.2 Special Order – A written directive affecting only a specific segment of the Department.⁴

1.2.1 Special Orders are issued and/or revised under the authority of the Chief of Police or the Bureau Commander specifically responsible for that function.

1.3 Training Bulletin – A formal document covering specific and immediate training needs. Training bulletins may be used to explain or clarify a procedure addressed in policy.

1.3.1 Training Bulletins are issued by the Training Section under the authority of the Investigations and Support Services Bureau Commander.

1.4 Intra-Department Communication – A written document that may be used to implement immediate changes to a policy.

1.4.1 IDCs used to implement changes within a written directive are issued by the Chief of Police for SOGs and by a Bureau Commander or their designee for Special Orders.⁵

3 Section 1, updated capitalization to section title, per Policy Change Order 19-007.

4 Section 1.2, removed plural from “special order”, per Policy Change Order 19-007.

5 Section 1.4.1, corrected punctuation, per Policy Change Order 19-007.

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2 STANDARD OPERATING GUIDELINE AND SPECIAL ORDER MANAGEMENT (CALEA 12.2.1)⁶

2.1 General Requirements (CALEA 12.2.1)⁷

2.1.1 Standard Operating Guidelines and Special Orders shall not conflict with or deviate from any directive issued by a higher authority or applicable accreditation standards as published by the Commission on Accreditation for Law Enforcement Agencies (CALEA).⁸

2.2 Manual Organization and Document Format⁹ (CALEA 12.2.1)

2.2.1 Standard Operating Guidelines and Special Orders are kept in electronic manuals and shall be organized according to the requirements prescribed below.

2.2.2 There shall be one SOG Manual for the department.

2.2.3 Each Bureau Commander shall decide whether to have one SO Manual for their entire bureau or specific manuals for divisions and/or sections within the bureau.

2.2.4 SOG and SO Manuals shall be divided into four parts; each part shall be divided into chapters; and chapters shall contain the individual SOGs/SOs.

2.2.4(a) Part I: Administration, Chapters 101-199

2.2.4(b) Part II: Personnel, Chapters 201-299

2.2.4(c) Part III: Support Services, Chapters 301-399

2.2.4(d) Part IV: Operations, Chapters 401-499

2.2.5 SOG/SO numbers shall be unique designations and consist of two parts: Chapter number and directive number separated by a decimal point. (e.g. 101.2, 103.14)

2.2.5(a) Special Orders will also include the following information preceding the number:

2.2.5(a.1) Bureau identifier (UOB or ISSB);

2.2.5(a.2) Division identifier (e.g. CID, SSD), if applicable;

2.2.5(a.3) Section identifier (e.g. Persons/Property, SIS), if applicable;

2.2.5(a.4) Special Order designation (SO).

2.2.5(b) Directives will be sequentially numbered; however, numbers will not be reused once an SOG/SO is rescinded.

2.2.6 Individual directives shall be organized and formatted according to the following requirements.

2.2.6(a) Each directive shall begin with the Title Page information listed below:

2.2.6(a.1) Standard Operating Guideline or Special Order designation;

6 Section 2 heading revised, Special Order Management added, per Policy Change Order 19-007.

7 Section 2.1, re-titled from Formulation and Review, per Policy Change Order 19-007.

8 Section 2.1.1 revised, SOGs spelled out and Special Orders added, per Policy Change Order 19-007.

9 Section 2.2 replaced with sections moved from 2.3 and 2.4 which were revised to current standards, per Policy Change Order 19-007.

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- 2.2.6(a.2) effective date;
- 2.2.6(a.3) Date of policy superseded (if applicable).
- 2.2.6(a.4) Rescinded directive (if applicable);
- 2.2.6(a.5) SOG/SO Number;
- 2.2.6(a.6) Accreditation Index;
- 2.2.6(a.7) Part title;
- 2.2.6(a.8) Chapter title;
- 2.2.6(a.9) Name of issuing authority;
 - 2.2.6(a.9.1) Chief of Police for SOGs
 - 2.2.6(a.9.2) Appropriate Bureau Commander for SOs
- 2.2.6(a.10) SOG/SO Title
- 2.2.6(b) All subsequent pages shall contain a header and footer.
 - 2.2.6(b.1) The header will contain the SOG/SO number, title and effective date.
 - 2.2.6(b.2) The footer will show page numbers in the X of Y format (e.g. 2 of 10)
- 2.2.6(c) The document will be outlined in the following format.
 - I Policy Statement (CALEA 12.2.1)
 - II Definitions (as necessary)
 - III Procedure (CALEA 12.2.1)
 - 1
 - 1.1
 - 1.1.1
 - 1.1.1(a)
 - 1.1.1(a.1)
 - 1.1.1(a.1.1)
 - IV Attachments (optional)
- 2.2.6(d) Footnotes will be used to reflect the latest version of the SOG/SO.
 - 2.2.6(d.1) Footnote indicators will be placed after the affected section.
 - 2.2.6(d.2) The footnote will indicate the nature of the revision and the related Policy Change Order number.
 - 2.2.6(d.2.1) Only revisions that change the meaning or the intent of the directive will be documented in footnotes.
- 2.2.6(e) information to redacted from outside publication or release shall be identified in **red**.
 - 2.2.6(e.1) All information marked for redaction must be approved by the Chief of Police.

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2.3 Review¹⁰

2.3.1 All Standard Operating Guidelines and Special Orders shall be reviewed annually.

2.3.1(a) The Policy Corporal will maintain a monthly review schedule to ensure each SOG and SO is reviewed at least once per year.

2.3.1(b) Each month a list of SOGs and SOs scheduled for review will be automatically disseminated through PowerDMS to the appropriate Bureau Commander.

2.3.1(c) The Bureau Commander will assign the SOGs/SOs to appropriate personnel for review utilizing the PowerDMS workflow system.

2.3.1(d) The designated person shall review the SOG/SO by the end of the month in which it was received.

2.3.1(d.1) When no revisions are necessary, the reviewer shall “approve” the document and close the PowerDMS workflow.

2.3.1(d.2) If revisions are needed, the reviewer shall enter comments indicating such and “deny” the workflow. The reviewer shall ensure a Policy Change Order (PCO) is completed by the end of the following month and submitted through PowerDMS for approval.

2.4 Formulation and Revision¹¹

2.4.1 Any employee may submit a suggestion for revision of an SOG/SO or submit a draft of a new SOG/SO through their chain of command at any time.

2.4.2 Requests for a new SOG/SO, revisions to a SOG/SO, or recommendations to rescind an SOG/SO require the completion of a Policy Change Order (SPD Form 97#-AD-0270).

2.4.3 Bureau Commanders have the authority to approve PCOs for Special Orders pertaining to their respective bureau. Policy Change Orders for SOGs shall be approved by the Chief of Police.

2.4.3(a) Exception: The Professional Standards and Crime Analysis Unit (PSCAU) Supervisor is authorized to approve PCOs containing only minor revisions which do not change the meaning/intent of the SOG/SO (e.g. document formatting, reorganization and correction involving grammar, spelling, syntax and punctuation, etc.).

2.5 Policy Change Orders (CALEA 12.2.1)¹²

10 Section 2.3 replaced Manual Organization and Format with “Review”, all of section replaced, per Policy Change Order 19-007

11 Section 2.4 replaced Dissemination and Retention with “Formulation and Revision”, entire section replaced per Policy Change Order 19-007.

12 Section 2.5 moved from section 2.2 and revised to reflect current standards and practice, per Policy Change Order 19-007

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- 2.5.1 All Policy Change Orders shall be completed electronically and submitted in PowerDMS.
 - 2.5.1(a) To aid in tracking and searchability, individual PCO files should be named as follows: submitting employee's DSN, policy number, "PCO" designation and the date of submission (e.g. 1858 SOG 102.2 PCO 01-01-2019, 1858 UOB SO 204.2 PCO 01-01-2019).
- 2.5.2 Policy Change Orders shall be forwarded via PowerDMS workflow through the submitting employee's chain of command to the Bureau Commander.
 - 2.5.2(a) Any reviewing supervisor within the chain of command may edit the PCO as needed or send the PCO back down the chain for revision.
 - 2.5.2(b) Comments (approval/denial recommendations, explanations, editing notes, etc.) shall be added in PowerDMS as the document is advanced through the chain.
 - 2.5.2(c) If the Bureau Commander chooses to deny the PCO, they shall enter a brief explanation and close the workflow.
- 2.5.3 If approved the Bureau Commander shall forward the PCO to the PSCAU Supervisor.
 - 2.5.3(a) PCOs with changes affecting SPOA bargaining unit members shall be routed through the Chief of Police to the SPOA Executive Board for review and input, prior to being forwarded to the PSCAU Supervisor.
- 2.5.4 The PSCAU Supervisor shall forward PCOs approved by a Bureau Commander to the Policy Corporal by advancing the workflow.
- 2.5.5 The Policy Corporal shall do the following:
 - 2.5.5(a) Proofread the PCO and review the associated SOG/SO;
 - 2.5.5(b) Verify the proposed changes do not contradict other directives; (CALEA 12.2.1)
 - 2.5.5(b.1) If any possible conflicts are discovered, the approving Bureau Commander shall be notified.
 - 2.5.5(c) Combine pending PCOs for the same SOG/SO;
 - 2.5.5(d) Assign a Policy Change Order number;
 - 2.5.5(e) Format and reorganize the SOG/SO as needed;
 - 2.5.5(f) Make any needed corrections pertaining to the grammar, spelling, syntax, punctuation, etc.;
 - 2.5.5(g) Send the PCO to the Accreditation Coordinator who shall:
 - 2.5.5(g.1) Identify any related CALEA standards;
 - 2.2.5(g.2) Verify the proposed changes comply with all applicable standards;
 - 2.2.5(g.3) Return the PCO to the Policy Corporal and advise of any possible conflicts.

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- 2.5.6 After processing, the Policy Corporal will send the PCO back to the PSCAU Supervisor for review.
- 2.5.7 The PSCAU Supervisor will forward the completed PCOs for final command review.
 - 2.5.7(a) PCOs for SOGs shall be sent the Chief of Police.
 - 2.5.7(b) PCOs for SOs shall be returned to the submitting Bureau Commander.
- 2.5.8 Command Staff Review
 - 2.5.8(a) If more discussion/input is needed, the Chief of Police/Bureau Commander will send the PCO back to the PSCAU Supervisor with instructions to “hold for policy meeting”.
 - 2.5.8(a.1) The PSCAU Supervisor will consult with the Policy Corporal and schedule a policy meeting with Command Staff as soon as practical.
 - 2.5.8(a.2) During the policy meeting, Command Staff will collectively review the PCO and determine if it is to be approved.
 - 2.5.8(b) When no further discussion or review is required, the Chief/Bureau Commander may grant “final approval” of the PCO and send it to the PSCAU Supervisor for publication.
 - 2.5.8(c) If the PCO is denied, the denying commander shall enter a brief explanation and close the workflow in PowerDMS.
- 2.5.9 Publication (CALEA 12.2.2) ¹³
 - 2.5.9(a) Upon final approval, the Policy Corporal shall issue an effective date for the PCO.
 - 2.5.9(a.1) Policy changes will be published as soon as practical, unless the changes are urgent.
 - 2.5.9(a.2) Urgent changes will be published as soon as possible.
 - 2.5.9(b) The Policy Corporal shall incorporate the changes into the SOG/SO and forward the new/revised policy, via PowerDMS workflow, to the appropriate commander for electronic approval.
 - 2.5.9(c) Once approved, the Chief of Police or Bureau Commander shall forward the policy back to the Policy Corporal who will publish it in PowerDMS.
 - 2.5.9(d) Upon publication of the new/revised policy, the Policy Corporal shall assign a Policy Revision Acknowledgement due date.
 - 2.5.9(d.1) All department employees are required to review and acknowledge all policy changes by providing an electronic signature in PowerDMS.

¹³ Section 2.5.9 moved from 2.2.5 and CALEA reference added. Subsections are new and/or added from 2.2.5, per Policy Change Order 19-007

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- 2.6 Dissemination and Retention (CALEA 12.2.2) ¹⁴
 - 2.6.1 All Police Department employees shall have ready access to all current Standard Operating Guidelines and Special Orders through PowerDMS.
 - 2.6.2 SOGs and SOs located in PowerDMS shall be the official Directives of Record.
 - 2.6.2(a) Backup copies of the current SOGs/SOs will be maintained on the Police Network Drive by the Policy Corporal.
 - 2.6.3 SOGs/SOs, or any portion thereof, shall not be distributed to any outside person or agency without the approval of the Chief of Police or a Bureau Commander.
 - 2.6.3(a) Text identified in red shall be redacted from any SOG/SO distributed to a non-law enforcement agency or person, unless otherwise approved by the Chief of Police. ¹⁵
 - 2.6.4 A historical record of all SOGs and SOs shall be maintained permanently in accordance with the Missouri Public Records Retention Schedules established by the Local Records Board under the Missouri Secretary of State.
 - 2.6.4(a) The Policy Corporal is responsible for maintaining a system of historical records.
 - 2.6.5 Policy Revision Acknowledgments are classified as training records and shall be retained in accordance with the Missouri Public Records Retention Schedules established by the Local Records Board under the Missouri Secretary of State. (CALEA 12.2.2)
 - 2.6.5(a) The Policy Corporal will maintain an electronic record of Policy Revision Acknowledgments for each department employee.
- 3 INTRA-DEPARTMENT COMMUNICATIONS (IDC) ¹⁶
 - 3.1 When policy changes of an emergency nature are necessary, an IDC can be issued as an Immediate Change Order to enact changes until SOG or SO revisions can be made.
 - 3.1.1 IDCs issued as Immediate Change Orders for the purpose of revising an SOG shall be issued by the Chief of Police.
 - 3.1.2 IDCs issued as immediate Change Orders for the purpose of revising an SO shall be issued by the Bureau Commander specifically responsible for that function.
 - 3.2 Dissemination and Retention
 - 3.2.1 A copy of the IDC issued as an Immediate Change Order shall be forwarded to the PSCAU Supervisor along with a Policy Change Order signed by the Chief of Police or the appropriate Bureau Commander.

14 Section 2.6 moved from 2.4 and all subsections renumbered and revised to reflect current practice and formatting, per Policy Change Order 19-007

15 Section 2.6.3(a) color "red" added to identify redacted information in SOGs/SOs, per Policy Change Order 19-007

16 Section 3 was moved from Section 5, which was deleted. Entire section was re numbered and revised to reflect current formatting standards and practices, per Policy Change Order 19-007

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3.2.2 The PSCAU Supervisor shall ensure the SOG/SO is revised as necessary and that the revision is immediately disseminated department wide.

3.2.3 When an Immediate Change Order IDC is issued, the IDC shall be saved in the written directive historical file along with the revised policy.

4 TRAINING BULLETINS ¹⁷

4.1 A Training Bulletin may be used to explain or clarify a procedure addressed in policy.

4.2 Dissemination and Retention

4.2.1 All Training Bulletins will be disseminated department wide and placed on SharePoint under the heading “MDT Daily Briefing”.

4.2.2 It is the responsibility of all departmental personnel to review all issued Training Bulletins.

4.2.3 The Training Section will be responsible for the retention of issued Training Bulletins.

IV Attachments

¹⁷ Section 4 revised to meet current formatting per Policy Change Order 19-007